



Mendocino County Health and Human Services Agency
Healthy People, Healthy Communities

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August 11, 2009

Ramon S. Lopez, Chief
Civil Rights Bureau
Human Rights and Community Services Division
California HHSA, Department of Social Services
744 P Street
Sacramento, CA 95814

Dear Mr. Lopez,

Mendocino County Health and Human Services Agency's Social Services Branch has prepared the enclosed Corrective Action Plan in response to the final report on the Civil Rights Compliance Review conducted by reviewer Daniel Cervantes for the State Department of Social Services, Civil Rights Bureau, on October 22 and 23, 2008.

We would appreciate your providing a copy of this Corrective Action Plan to anyone who makes a request for a copy of the Compliance Review Report.

Please don't hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Susan Era", written over a horizontal line.

Susan Era
Director, Social Services Branch
Mendocino County HHSA
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CC: Pat Meek, Civil Rights Coordinator
Susana Wilson, HHSA Assistant Director

Enclosure

Civil Rights Compliance Review Corrective Action Plan

III. DISSEMINATION OF INFORMATION

Corrective Actions:

Translated Pub 13

Mendocino County shall ensure that the current version of the Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to clients in their primary language.

Div. 21-115.2

Corrective Action: Packets containing copies of **PUB 13 in all languages translated by CDSS** have been distributed to each reception office. Instruction has been given to first contact staff and supervisors for providing clients with a copy of the publication in their primary language, and for obtaining replacement copies from the CDSS website as needed. Each lobby area has current versions of **PUB 13 available to clients in English and Spanish**, and reception staff members are knowledgeable about where these are located. Supervisors and Managers will maintain oversight to ensure that translated copies of PUB 13 continue to be readily available, and that reception and other public contact employees know where they are located. *Completed.*

Auxiliary aids

Mendocino County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility.

Div. 21-115.4

Corrective Action: Each reception area in the Ukiah, Willits and Fort Bragg offices now has a copy of **PUB 13 in each of the three alternative formats (large print, Braille and audiotope or CD ROM)** at the reception desk; **public contact staff are aware of the location** of these auxiliary aids, and of the procedures for determining client need for them, and for accessing these resources. We ordered additional Braille copies and additional audiotapes from CDSS. Braille and CD ROM versions of PUB 13 were received from CDSS on August 3, 2009, and distribution has been completed. *Completed.*

Posters

Mendocino County shall ensure that the most current version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms.

Div. 21-107.211

Corrective Action: Current, full size, color-printed “*And Justice For All*” posters (dated 12/99) have been obtained through CDSS, and have been either posted or distributed for immediate posting in each lobby, reception and waiting area. Current versions (dated 03/07) of PUB 86 “*Everyone is Different, but Equal Under the Law*” posters were ordered from CDSS through our current CRB Consultant. These posters were received on August 3, 2009. These posters have been distributed and posted as required in Ukiah and Fort Bragg. The Willits (“WISC”) office is expected to receive and post the current version no

later than 8/21/09. Labels printed with current contact information for the Civil Rights Coordinator have been affixed to each poster. Reception staff members have been and will continue to be instructed that this poster contains the current contact information for the Civil Rights Coordinator. ***Estimated completion date: no later than August 21, 2009.***

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Please see the attached separate document containing detailed responses to identified Corrective Action needs for facilities accessibility. A number of items have been completed since this document was initially prepared, and estimates of completion dates on others may have changed. ***An updated Corrective Action Plan for facilities will be submitted after the return of the responsible staff member from an unanticipated leave.***

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Corrective Action:

General:

Mendocino County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance.

Div. 21-116

Corrective Action: Social Services Branch managers and supervisors, in conjunction with the Staff Resources Analyst for Civil Rights Compliance and the Staff Resources Training Administrator, will review the documentation requirements found in Division 21-116 with employees who have responsibility for documenting contacts with clients, and with their supervisors. This training will also include review of relevant guidance from CDSS (e.g., ACL No. 08-65 and other pertinent ACL's). The SSB will maintain regular, ongoing oversight through its supervisors and managers, to ensure continuing compliance with documentation requirements. ***Training completion date: no later than 9/30/09.***

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Corrective Actions:

Discrimination Process:

Mendocino County shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes.

Div. 21-117 and 21-203

Corrective Action: All public contact staff members will receive additional training on the different types of complaints and complaint processes, including the discrimination complaint process. The training will include distribution of easily readable reminder Memos that employees will be advised to post for reference at their work stations. Reminder Memos will include the contact information for the Civil Rights Coordinator and the Civil Rights Investigator. All of this information will also be posted on the Agency's intranet (known as the "InterestNet") for ready access by employees. ***Completion Date: no later than 9/30/09.***

Civil Rights Coordinator:

Mendocino County shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located.

Div. 21-117 and 21-107.21

Corrective Action: All public contact staff members will receive a Memo that includes contact information for the Civil Rights Coordinator. The Memo will also indicate that this information is contained on the poster (PUB 86), “Everyone Is Different, but Equal Under the Law” that is posted in each lobby or reception area. This information will also be posted on the Agency’s intranet (also known as the “InterestNet”) where it can be readily accessed by any employee. ***Completion Date: no later than August 31, 2009.***

Social Services Facilities Civil Rights Corrective Action Plan

Work orders were created on June 17, 2009 and Theresa McNerlin met with the General Services Maintenance personnel on June 18, 2009 to discuss needed corrections based on the work orders submitted.

In the conclusion of the audit findings it states: "It should be noted that although many of the past facility deficiencies from the 2005 review have been corrected, there still are numerous repeat facility violations that must be addressed."

After review of the 2005 audit, the repeat facility violations include the door force/pressure of the men's and women's restroom, and one parking space not being the appropriate width and not having "NO PARKING" painted in the handicap parking access aisles. Social Services Facilities would like it noted that the violations in the 2005 audit were corrected. After the corrections were made the parking lot was slurry sealed and the handicap parking spaces were not replaced appropriately by the construction company, thus putting 747 S. State St., 737 S. State St., and 747 S. State Street parking lots out of compliance in various areas.

Bldg 54, 727 S. State St. Ukiah				
Location	Findings	Corrective Action	Work Order #	Approximate Timeframe
Parking lot	No van accessible parking space/ parking space too short at 17 ft/ accessible parking space not wide enough at 8/5 ft	Create van space from one of two car spaces, increasing length and width	200910054	21 days
Parking lot	No freestanding sign designating accessible parking	Install sign	200910053	30-45 days
Parking lot	"NO PARKING" not painted in access aisle	Paint "NO PARKING" in access aisle no smaller than 12" w/ white paint	200910054	21 days
Outside building entrance	No ADA accessible sign at front entrance	Install decal on door which shows the international symbol of accessibility	200910062	14 days
Men's Restroom	Toilet protector too high at 42 inches	Lower toilet protector at a maximum height of 40"	200910055	14 days
Women's Restroom	Toilet protector too high at 42 inches	Lower toilet protector at a maximum height of 40"	200910056	14 days

Bldg 41, 737 S. State Street, Ukiah				
Parking lot	Access aisle not wide enough at 5 ft	Measured access aisle and it was 8'. Audit measured incorrectly.	N/A	N/A
Parking lot	Accessible sign too low at 26 inches	Raise sign to be 80" minimum from bottom of sign to top of finish grade.	200910059	14 days
Parking lot	"NO PARKING" not painted in access aisle	Paint "NO PARKING" in access aisle no smaller than 12" with white paint	200910060	21 days
Men's Restroom	Toilet protector too high at 48 inches	Lower toilet protector to no higher than 40"	200910060	14 days
Bldg 41, 747 S. State Street, Ukiah				
Parking lot	Access aisle not wide enough at 5 feet	Widen access aisle by 3 feet minimum	200910062	21 days
Parking lot	"NO PARKING" not painted in access aisle	Paint "NO PARKING" in access aisle no smaller than 12" with white paint	200910062	21 days
Men's Restroom	Force to open door exceeds 5 lb maximum at 9 lbs	Decrease force to open door to 5 lbs	200910063	7 days
Women's Restroom	Force to open door exceeds 5 lb maximum at 10 lbs	Decrease force to open door to 5 lbs	200910064	7 days
WISC, 221 S. Lenore Ave., Willits				
Exterior main entrance	No ISA sign indicating the building is wheelchair accessible	Install a sign or decal with the international symbol of accessibility	200910065	14 days